



Building bridges for culturally safe practice : illustrating a participatory project held at the CCSMTL with Montreal's Indigenous organizations – SUMMARY

Credit photo : Olivier Boisjoly. Équilibre. Mely Ottawa et Manon Bedard Nehirrowis

The purpose of the report is to present the highlights of an initiative undertaken by the Centre de recherche de Montréal sur les inégalités sociales, les discriminations et les pratiques alternatives de citoyenneté (CREMIS) of the Centre intégré universitaire de santé et de services sociaux du Centre-Sud-de-l'Île-de-Montréal (CCSMTL), in collaboration with four Montreal Indigenous organizations: the Native Friendship Centre of Montreal, the Indigenous Support Workers Project, the Indigenous Health Centre of Tiohtià:ke, and the Montreal Indigenous Community Network. The document details all the actions taken to ensure strong governance of Indigenous partners and to increase networking with CCSMTL staff. The report also highlights the key findings and recommendations coming out of the project in terms of the state of cultural safety within the CCSMTL and, more specifically, hospital emergency departments. The report brings together all the outputs and milestones from the project, facilitating the development of a reflective practice and the identification of various levels of action.

The project enabled us to experiment with an intensive dialogue between different sources of knowledge (professional and experiential knowledge of players from Indigenous organizations and representatives of Montreal's Indigenous community, empirical data drawn from data collection conducted in hospital emergency rooms, professional knowledge of CCSMTL staff). The project identifies a gap in experience and perception of what is happening when First Nations, Métis, and Inuit patients seek care in the emergency departments. The data collected indicates that staff believe the emergency departments are currently safe while the testimony of Indigenous Health Navigators and other members of Montreal's Indigenous Community tells a very different story.

The report fosters the idea that collective and urgent action is needed to ensure equitable care and services for First Nations, Métis, and Inuit peoples. Contributing to building a learning environment, being open to self-reflection and eager to improve its practices, were the early intentions of CREMIS in taking part in this project. One of the main successes of this project resonates with these initial intentions: that of having been able to mobilize, over four years, a variety of actors, both from within the CCSMTL and from Indigenous organizations in Montreal, to work towards a common goal: improving the social and health services offered to First Peoples patients.

This participatory project brings to light findings and recommendations that are demanding, even difficult, for the staff and management of the CCSMTL, and calls for maintaining commitment, open-mindedness and humility demonstrated by CCSMTL staff throughout the process. The project also invites us to seize the many opportunities offered by Indigenous organizations to pursue dialogue and action to build a more equitable health care system for all. Throughout this project, many members of the Indigenous community of Montreal dedicated time and shared difficult and personal stories related to their own experiences in public health care services.

The report, and this summary, are also available in French : www.cremis.ca/securisationculturelle.

 To access the complete dossier on the CREMIS website: « [Indigenous cultural safety at CIUSSS du Centre-Sud-de-l'Île-de-Montréal](http://www.cremis.ca/securisationculturelle) ».